

Claims

- [c1] A method of providing internet-based expert diagnosis and analysis to consumer inquiries comprising a plurality of expert help categories, an information collection dialog presented to the consumer, a facility for experts to respond to consumer inquiries and a facility for consumers to manager expert responses.
- [c2] The method as described in claim 1, wherein the information collection dialog is a series of questions and answers presented by the system to the consumer before said consumer first interacts with an expert.
- [c3] The method as described in claim 2, wherein the first question within the series of questions is based on the expert help category selected by the consumer and subsequent questions are based on the consumer answer to the prior question.
- [c4] The method as described in claim 3, wherein the series of questions and answers gather specific consumer information.
- [c5] The method as described in claim 4, wherein the specific consumer information results in a defined consumer in-

quiry.

- [c6] The method as described in claim 1, wherein the facility for experts to respond to consumer inquiries comprises the information provided by said consumer, a subject knowledge repository and a response area.
- [c7] The method as described in claim 6, wherein the subject knowledge repository contains material for use in an expert response to the consumer .
- [c8] The method as described in claim 6, wherein the response area comprises greetings, footers and signatures created by the system.
- [c9] The method as described in claim 1, wherein the facility for consumers to manage expert responses comprises a summary listing of all expert responses, a detailed information on each response, a method for replying to expert responses and a method to rate expert responses.